

# **THE ALLSTATE CORPORATION**

## **Communications with the Board of Directors**

The following process has been developed to facilitate shareholder and other interested parties who wish to communicate with members of the Board of Directors and to assure compliance with regulatory and stock exchange requirements.

1. The Corporation has an internet website ([www.allstate.com](http://www.allstate.com)) which provides information and procedures to identify and handle shareholder and other interested party communications sent to the attention of its Directors.
2. The shareholder information pages on the Investor Relations and Corporate Governance sections of the website will explain procedures and options for shareholder and other interested party communications, including the dedicated e-mail option and mail delivery procedures.
3. Both e-mail and written communications to Directors will be directed to the General Counsel for review by her staff to determine or recommend further handling or response.
4. The Board of Directors, through the Nominating and Governance Committee, has authorized the General Counsel to maintain procedures for handling and retaining routine shareholder and other interested party communications to Directors. The Board has determined that the following routine communications will be handled on behalf of the Directors and will not be forwarded to them:
  - a. Consumer/customer inquiries or complaints received in the ordinary course of business, including those relating to insurance claims, policy handling, agency matters, products and services, or other insurance related issues.
  - b. Complaints received under procedures established by the Audit Committee, including those involving accounting, auditing and financial reporting matters which will be handled in accordance with those procedures.
  - c. Complaints received from employees that would appropriately be handled by Human Resources and local management or through The Resolution Process.
  - d. Inquiries of a personal nature regarding individual stock records, dividend checks, stock certificates, tax forms, direct reinvestment plan, etc.

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#### **(Continued)**

- e. Inquiries from securities analysts, portfolio managers or representatives of institutions seeking information about Allstate that would typically be handled by Investor Relations.
  - f. Inquiries from individuals regarding personal or other matters, other than in their capacity as shareholders.
  - g. Unsolicited commercial e-mail.
5. The General Counsel will report regularly to the Nominating and Governance Committee regarding communications received that, in the opinion of the General Counsel, deal with the functions of the Board or its Committees or that the General Counsel otherwise determines require their attention.
  6. All shareholder and other interested party communications will be made available to any Director upon his or her request.